



STATE OF MISSOURI
OFFICE OF ADMINISTRATION
DIVISION OF PURCHASING AND MATERIALS MANAGEMENT

NOTIFICATION OF STATEWIDE CONTRACT

December 3, 2014

CONTRACT TITLE: TOLL FREE PHONE SERVICES

CURRENT CONTRACT PERIOD: January 1, 2015 through March 31, 2015

BUYER INFORMATION: Earl Pettit
573-751-5430
Earl.Pettit@oa.mo.gov

RENEWAL INFORMATION	Original Contract Period	Potential Final Expiration
	June 4, 2007 through June 3, 2008	Note: The contract period is through 03/31/15

ALL PURCHASES MADE UNDER THIS CONTRACT MUST BE FOR **PUBLIC USE ONLY**.
PURCHASES FOR PERSONAL USE BY PUBLIC EMPLOYEES OR OFFICIALS ARE PROHIBITED.

THE USE OF THIS CONTRACT IS **MANDATORY** FOR ALL STATE AGENCIES.

Local Purchase Authority shall not be used to purchase supplies/services included
in this contract unless specifically allowed by the contract terms.

~ Instructions for use of the contract, specifications, requirements, and pricing are attached ~.

CONTRACT NUMBER	VENDOR NUMBER	VENDOR INFORMATION	MBE/ WBE	COOP PROCURE -MENT
C107046001	4707517680 F	Verizon Business Services 22001 Loudoun County Parkway Ashburn, VA 20147	No	No

STATEWIDE CONTRACT HISTORY

The following summarizes actions related to this Notification of Statewide Contract since its initial issuance. Any and all revisions have been incorporated into the attached document.

Contract Period	Issue Date	Summary of Changes
01/01/15–03/31/15	12/03/14	Contract is extended through 03/31/15.
01/01/14-06/30/14	03/31/14	Contract is extended through 12/31/14.
01/01/14-06/30/14	12/10/13	Contract is extended through 06/30/14.
07/01/13-12/31/13	10/31/13	DPMM buyer information updated on page 1 of the Statewide Notice.
07/01/13-12/31/13	07/09/13	Contract is extended through 12/31/13 and the vendor address has been updated.
03/01/13-06/30/13	05/28/13	Contract is extended through 06/30/13.
07/07/12-02/28/13	07/10/12	Contract is extended through 2/28/13.
06/04/12-07/03/12	06/05/12	Contract is being extended. Look for another extension in early July.
6/4/11 - 6/3/12	05/02/11	Contract renewed.
6/4/10 - 6/3/11	09/13/10	Contract renewed.
6/4/09 - 6/3/10	06/03/09	Contract renewed.
6/4/08 - 6/3/09	07/16/08	Contract renewed.
6/4/07 - 6/3/08	8/9/07	Added survey table to Statewide Notice.
6/4/07 - 6/3/08	6/25/07	New contract established. Replaces C200077001.

Purpose: Contract C107046001 provides state agencies with both basic and enhanced toll free services. All services must be coordinated with the Office of Administration, Division of Information and Technology Services. Basic toll free service is "basic" 800 (or 888, 877, 866 & etc.) number service that allows a state agency to provide "toll-free" access to callers so that the state agency is responsible for the cost of the call. Enhanced Toll Free Service is defined as service that host applications gather and store data from the caller by the caller depressing keys on the telephone set or through voice recognition, e.g., the Department of Conservation's Hunters' Hotline.

For all service set-up as well as rates for either basic or enhanced toll free service, the state agency must contact the Office of Administration, Division of Information and Technology Services, Telecommunications Section at telcomrequest@oa.mo.gov. Any questions about the contract must be referred to the Buyer indicated on the first page of this Statewide Contract notice.

**State of Missouri
Office of Administration
Division of Purchasing and Materials Management
Contract Performance Report**

Please take a moment to let us know how this contract award has measured up to your expectations. If reporting on more than one contractor or product, please make copies as needed. This office will use the information to improve products and services available to state agency users. **Comments should include those of the product's end user.**

Contract No.: C107064001 **Contractor:** VERIZON BUSINESS SERVICES

Describe Product Purchased (include Item No's., if available): _____

Rating Scale: 5 = Excellent, 4 = Good, 3 = Average, 2 = Poor, 1 = Fails to meet expectations

Product Rating	Rate 1-5, 5 best
Product meets your needs	
Product meets contract specifications	
Pricing	

Contractor Rating	Rate 1-5, 5 best
Timeliness of delivery	
Responsiveness to inquiries	
Employee courtesy	
Problem resolution	
Recall notices handled effectively	

Comments: _____

Prepared by: _____ Title: _____ Agency: _____

Date: _____ Phone: _____ Email: _____

Address: _____

Please detach or photocopy this form & return by FAX to 573/526-9816, or mail to:

Office of Administration
Division of Purchasing and Materials Management
301 West High Street, RM 630
PO Box 809
Jefferson City, Missouri 65102
You may also e-mail form to the buyer as an attachment at
liz.palazzolo@oa.mo.gov